

## November 2011 Incident Report

As of 12/5/2011

### Financial Institutions

#### First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Top Number - Total Incidents Bottom Number - First Contact Resolution	
	Low	FCR Total
Financial Institutions	4	4
	3	3
Customer Company Total	4	4
	3	3

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#### Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	Low	MIR Total
Financial Institutions	4 0	4 0
Customer Company Total	4 0	4 0

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#### Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents

Bottom Number -Average time in hours

Customer Company	Low	ATTIR Total
Financial Institutions	4 0.22	4 0.22
Customer Company Total	4 0.22	4 0.22

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#### Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

Customer Company	Low	MR Total
Financial Institutions	4 0	4 0
Customer Company Total	4 0	4 0

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#### Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents

Bottom Number - Average time in hours

Customer Company	Low	ATTR Total
Financial Institutions	4 0.81	4 0.81
Customer Company Total	4 0.81	4 0.81

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### Detail

<b>INC000000415237</b>	Sonja Long	Application	None	Proofpoint Email Security	TIR Missed: No	TIR:	0.62
	Application Services	Martin Gonzalez	Financial Institutions	Low Closed	TTR Missed: No	TTR:	2.98
<b>INC000000416696</b>	Wayne Thompson	None	None	None	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Bruce Stewart	Financial Institutions	Low Closed	TTR Missed: No	TTR:	0.00
<b>INC000000418829</b>	Dean Smith	Application	Reporting	Proofpoint Email Security	TIR Missed: No	TIR:	0.00
	Application Services	Martin Gonzalez	Financial Institutions	Low Resolved	TTR Missed: No	TTR:	0.00
<b>INC000000421525</b>	Alan Lacey	Application	None	None	TIR Missed: No	TIR:	0.26
	Help Desk	Julie VanBeekum	Financial Institutions	Low Resolved	TTR Missed: No	TTR:	0.26